



Public Document Pack

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Committee Manager Carley Lavender

20 August 2019

Overview Select Committee

A meeting of the Overview Select Committee will be held in Committee Room 1 (Pink Room), Arun Civic Centre on the Tuesday 3 September 2019 **at 6.00 pm** and you are requested to attend.

Members: Councillors Coster (Chairman), Clayden (Vice-Chair), Bennett, Bicknell, B Blanchard-Cooper, Catterson, Dendle, Elkins, English, Huntley, Miss Rhodes, Seex, Tilbrook and Worne

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members and Officers are invited to make any declaration of pecuniary, personal and/or prejudicial interests that they may have in relation to items on this agenda and are reminded that they should re-declare their interest before consideration of the items or as soon as the interest becomes apparent.

Members and Officers should make their declaration by stating:

- a) the item they have the interest in
- b) whether it is a pecuniary/personal interest and/or prejudicial interest
- c) the nature of the interest

3. MINUTES

(Pages 1 - 12)

The Committee will be asked to approve as a correct record the Minutes of the Overview Select Committee held on 25 June 2019.

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. COMBINED CLEANSING SERVICES CONTRACT - REVIEW OF PERFORMANCE SINCE AWARD AND EXTENSION OF CONTRACT (Pages 13 - 36)

Oliver Handson, Environmental Service and Strategy Manager will present this report. The report provides an overview of the scope of operations delivered by Biffa, how the contract is managed and outlines contractual performance during 2018/19. Laura Parker, Business Manager for Biffa will deliver a presentation to the Committee and Members are requested to note the contents of the report.

6. HOMELESSNESS REDUCTION ACT REVIEW (Pages 37 - 40)

This report provides an update to Members on the impact of the Homeless Reduction since its introduction in April 2018. Members are requested to note the contents of the report.

7. REVIEW OF COMPLAINTS REFERRED TO THE LOCAL GOVERNMENT OMBUDSMAN RELATING TO PLANNING MATTERS (Pages 41 - 46)

This report was requested by Members at the last meeting of the Committee on 25 June 2019, it summarises the complaints considered by the Local Government Ombudsman in the period 2018-2019 which relate to matters pertaining to Planning. The report highlights the learning points that have been identified.

8. FEEDBACK FROM MEETINGS OF THE SUSSEX POLICE AND CRIME PANEL HELD ON 28 JUNE 2019 (Pages 47 - 48)

A feedback report following Councillor Mrs Yeates attendance at the meeting of the Sussex Police and Crime Panel held on 28 June 2019.

9. CABINET MEMBER QUESTIONS AND UPDATES

- (i) Cabinet Members will update the Committee on matters relevant to their Portfolio of responsibility.
- (ii) Members are invited to ask Cabinet Members questions and are encouraged to submit these to the Committee Manager in advance of the meeting to allow a more substantive answer to be given.

No questions have been received prior to the meeting.

10. WORK PROGRAMME 2019-20 FULL YEAR

(Pages 49 - 54)

A review of the Committee Work Programme to be completed due to changes having been made since the last meeting.

Note : *Indicates report is attached for all Members of the Council only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager).

Note : Members are reminded that if they have any detailed questions would they please inform the Chairman and/or relevant Director in advance of the meeting.

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Agenda Item 3

Subject to approval at the next Overview Select Committee meeting

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OVERVIEW SELECT COMMITTEE

25 June 2019 at 6.00 pm

Present: Councillors Coster (Chairman), Clayden (Vice-Chair), Bennett, Bicknell, Mrs Catterson, Dendle, Elkins, English, Huntley, Miss Rhodes, Miss Seex, Tilbrook and Mrs Worne

Councillors Chapman, Mrs Gregory, Gunner, Lury, Oppler Dr Walsh and Mrs Yeates were also in attendance for part of the meeting.

[Note: The following Councillor was absent from the meeting during the following items of business – Councillor Mrs Worne Minute 453 to Minute 454 (Part).]

Apologies: Councillors B Blanchard-Cooper, Buckland and Cabinet Member for Technical Services, Councillor Stanley.

43. WELCOME

The Chairman gave a warm welcome to members of the public, Cabinet Members and the Members of the Committee to the first meeting of the Overview Select Committee in this administration.

44. DECLARATIONS OF INTEREST

Councillor Elkins declared a Personal Interest in the Agenda Item 8 [Feedback from Meeting of the West Sussex County Council, Health and Adult Social Care Select Committee held on 12 June 2019] in his capacity as a member of West Sussex County Council.

Councillor Miss Seex declared a Personal Interest in the Agenda Item 4 [Urgent Item – Minutes of Meeting the of Council Tax Support Task and Finish Working Party on 16 April 2019] in so far as she claimed the single persons discount in respect of her Council Tax.

45. MINUTES

The Minutes of the Overview Select Meeting held on 12 March 2019, as previously circulated, were approved by the Committee as a correct record and were signed by the Chairman.

46. URGENT ITEM - 456. MINUTES OF MEETING OF THE COUNCIL TAX SUPPORT TASK & FINISH WORKING PARTY ON 16 APRIL 2019

The Chairman agreed with the Committee to defer the urgent item to be discussed towards the end of the meeting.

47. MEETING START TIMES

The Committee

RESOLVED

That its start times for meetings during 2019/2020 be 6.00 pm.

48. CORPORATE PLAN 2018-2022 - Q4 AND END OF YEAR PERFORMANCE OUT TURN FOR 1 APRIL 2018 TO 31 MARCH 2019

The Group Head of Policy introduced this report that set out the Q4 performance outturn for the Corporate Plan performance indicators for the period 1 April 2018 to 31 March 2019.

It was noted that there are 11 Corporate Plan indicators, split into three priority headings, Your Council Services, Your Future and Supporting You. Of these 7 indicators had Over Achieved the target set for them, with 1 indicator (CP3) marginally missing the target attributed to the minimum £3.70 per week contribution that was applied across the board. From 2018/19 this contribution would no longer exist. The remaining 3 indicators (CP1, CP4 and CP9) did not have data available at Q4 and would be presented later in the year.

There was discussion around the targets set for the following indicators:

(CP11) Household waste sent for reuse, recycling and composting

Councillor Dendle opened the discussion by asking the Committee to consider a more ambitious target for the following year. The Director of Services that this would be something that could be considered, the following points were raised and discussed:

- More education needed to get people recycling and single use plastics
- Benchmarking Arun District Council Targets against other Councils

The Director of Services agreed by stating that it was important to have a focus on education.

Councillor Dendle then proposed that the target for CP11 be increased from 40% to 50% for 2019 – 2020. This proposal was seconded by Miss Rhodes and was then put to the vote on. All 12 Member voted in favour of this increased target, so this proposal was therefore CARRIED.

(CP8) Number of new Council Homes built or purchased per annum

Councillor Dendle questioned the target for the number of Council Homes built or purchased during 2019 – 2020 as he felt that this target should be increased from 25 to

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35 based on the need for more housing, Arun's current performance level against this target and an indicator of the Councils' intentions.

The Director of Services advised that while there was scope, discussions were being had with Cabinet and a proposal would be presented to Members at a later date.

Councillor Dendle stated that this was good to hear but felt strongly about not waiting any longer than needed and proposed to increase the target for the number of new Council Homes built or purchased per annum from 25 to 35. This was then seconded by Miss Rhodes.

The Chairman then invited the Leader of the Council, Councillor Dr Walsh to speak, who reconfirmed the Director of Services' earlier statement, that a proposal to increase this target was being considered by Cabinet and felt it would be inappropriate for the Committee to set a revised target today.

The Chairman reminded the Committee that a formal proposal had been made and invited Councillor Miss Rhodes as the seconder to speak. Councillor Miss Rhodes confirmed her view that this matter could not wait, and it was declared CARRIED.

The Committee then;

RECOMMEND – to Cabinet on 29 July 2019 - that

- A) the CP11 indicator target be increased from 40% to 50% for 2019 - 2020
- B) the CP8 indicator target be increased from 25 to 35 for 2019 – 2020 and;
- C) the Council's overall performance against the targets set out in the Corporate Plan Performance indicators be noted as set out in the report and Appendix A.

49. SERVICE DELIVERY PLAN 2018-2022 - Q4 AND END OF YEAR PERFORMANCE OUT TURN 1 APRIL 2018 TO 31 MARCH 2019

The Group Head of Policy introduced the report that set out the Q4 outturn performance for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2018 to 31 March 2019.

It was explained that behind the 11 Corporate Plan Indicators which had been presented via the previous report, were a series of Service Delivery Plan (SDP) indicators that provided more detail about how the service was doing. It was noted that performance of the SDP indicators was reported to the Corporate Management Team (CMT) every quarter and to the Overview Select Committee and Cabinet every 6 months and at year end.

Members were referred to Appendix A of the report which provided the full details of each indicator, including outturn performance history for the period 1 April 2018 to 31 March 2018 and information on performance over the past 5 years.

The Group Head of Policy informed the Committee that out of the 23 SDP indicators that were measured at Q4 18 had either achieved or over achieved the target set for them. There were 5 SDP indicators which did not achieve their target, these have been set out below:

Marginally behind target:

SDP5 – Occupied Retail Units in Bognor Regis

Q4 data: 407 Properties
357 Occupied

For wider BID area and represents 50 empty premises, a 3% rise in vacancies echoed nationally and in Littlehampton. Also, a new opportunity; The Arcade has new vacant units from a Charity Shop leaving which will bring good quality retail/catering. This was only just behind target at 87.70% against the target of 90%.

SDP16 – Business Rates collected

Marginally under target at 98.60% against a target of 99% attributed to the high street downturn.

Consistently monitored:

SDP10 – Number of Stage 2 corporate complaints found to be justified or partially justified

In total 29 stage 2 complaints have been received this year. Of these, 3 were justified (2 in Housing and 1 in Street Naming), and 15 were partly justified (11 in Planning, 4 in Housing). There have been a number of repeat complaints relating to particular planning applications (4 relating to one application, and 5 relating to a second application).

The Group Head of Council Advice & Monitoring Officer would continue to review complaint levels and lessons learned with the Senior Management Team.

Carefully monitored:

SDP18 – Cost of emergency accommodation per annum (net)

Following implementation of the Homelessness Reduction Act (HRA) there had been an increased demand. The national picture one year into the HRA was that 78% of LA's report increased homelessness presentations and 60% of LA's have more households in TA. The Council significantly raised recovery of contributions from those households placed in emergency accommodation. The focus is now very much on the prevention of homelessness to reduce the number of placements and length of stay in temporary accommodation. This would continue to be monitored.

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SDP21 – Average time from property vacated to property re let

252 properties completed with an average turnaround of 32 days. This target has not been met due to dealing with complex Anti-Social Behaviour (ASB) issues leaving properties longer than the target of 15 days to enable the ASB issues to be resolved. The indicator is measured from when the property is vacated to the date it is re let.

The Chairman opened discussion of the report to the Committee and the following points were raised:

- Councillor Miss Seex raised concerns about the need for additional measures for fire safety. These concerns were confirmed by the Director of Services' as being covered in the current programme
- Councillor Bicknell asked the question 'would it be possible for Gas and Electrical inspections to be done at the same time?' The Director of Services and the Chairman jointly explained that this process was a complicated one as each inspection would be carried out by different contractors, so would not be possible.
- Councillor Elkins made a request that more detail be given for SDP10 [Number of Stage 2 corporate complaints found to be justified or partially justified] indicator, specifically complaints that were related to planning. The Director of Place confirmed that the information could be brought to a future meeting of the Committee
- Councillor Huntley questioned the number of enforcement officers the Council had in place and wanted it noted that more might be needed to cope with increasing work load
- Councillor Mrs Worne queried the placement and location of the planning application consultation forms.

The Committee then,

RESOLVED

That the Council's overall performance against the targets set out in the Service Delivery Plan Report 1 April 2018 to 31 March 2019 as set out in Appendix A of the report be noted.

50. FEEDBACK FROM MEETINGS OF THE HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE HELD ON 12 JUNE 2019

The Committee received and noted the feedback report received from Councillor Bennett, as this Council's nominated representative, following his attendance at the meeting of the West Sussex County Councils Health and Adult Social Care Committee (HASC) held on 12 June 2019.

A summary of the discussion that took place is set out below:

- Councillor English raised his concerns to the Committee regarding the reduction in Homelessness support services voicing concern from a wellbeing perspective for those individuals affected. It was explained by Councillor Bennett that HASC had established a Working Party which would be looking at the impact of these cuts and would report back to HASC at the September meeting. Councillor Bennett also advised the Committee that more detail would be available via the agenda on the West Sussex County Council (WSSCC) web page for HASC.
- Councillor Dendle made a request for a representative from the Clinical Commissioning Group (CCG) to be invited to attend a meeting of this Committee to answer questions. It was clarified by the Leader of the Council, Councillor Dr Walsh Vice Chairman of HASC that HASC was there to scrutinise the services of WSSCC and was not a service Committee itself, it does not make decisions. He also advised that it had been proving difficult to get a representative from the CCG to attend HASC meetings due to staff shortages and that he would be very grateful for this Committee to add its weight in making a request for them to attend one of its meetings. He also made a statement which covered HASC not being a decision-maker of the cuts that had been made.
- Councillor Tilbrook requested that demographic data regarding mental health figures in the area be provided and the Director of Place advised that this information could be circulated to Members at a later date.

In concluding this item, the Chairman reminded the Committee that it had been suggested that a member of the CCG should be invited to a future meeting.

Discussing this further this was proposed by Councillor Bennett and seconded by Councillor Dendle on this being put to the vote, this proposal was CARRIED.

The Committee

Therefore RESOLVED

That the Group Head of Policy would make arrangements with the Chairman who would then invite a member of the CCG to attend a future meeting of the Committee.

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51. FEEDBACK FROM MEETINGS OF THE SUSSEX POLICE AND CRIME PANEL HELD ON 26 APRIL 2019

The Committee received and noted the feedback report received from Councillor Clayden following his attendance at the meeting of the Sussex Police and Crime Panel held on 26 April 2019.

It was also noted by the Committee that the Councils' new nominated representative for 2019/20 is the Cabinet Member for Community Wellbeing, Councillor Mrs Gill Yeates.

A summary of the discussion that took place has been detailed below:

- Councillor Dendle made a request that, Councillor Mrs Yeates ask at the next meeting how many Police Officers have and wear body cameras when on duty.
- A further question from Councillor Dendle to Vice-Chairman, Councillor Clayden was asked regarding the status of the recruitment of extra Police Officers/PCSO's. Councillor Clayden advised that he was not up to date on the current status, but he understood recruitment was ongoing.
- Councillor Mrs Worne advised the Committee that she had booked in a meeting with the Sussex Police and Crime Commissioner (SPCC), Katy Bourne for 8 July 2019 and to channel any questions to her prior to the meeting date.
- Councillor Bennett advised the Committee that he had been informed that improvements to the 101 service would be made, with Councillor Mrs Worne advising she would request an update on the progress of these improvements at her meeting on 8 July 2019.
- There was discussion on previous responses received from SPCC Katy Bourne where it was felt by some Members of the Committee that she relied heavily on the response of 'that's an operational matter'. Councillor Dendle stated he felt that as Katy Bourne was responsible for the budget this response did not stand up.

52. MINUTES OF MEETING TUESDAY, 16 APRIL 2019 OF COUNCIL TAX SUPPORT TASK & FINISH WORKING PARTY

(Councillor Miss Seex re-declared a Personal interest as a Member of Arun District Council and in so far as she had claimed single persons discount under the scheme)

(During the course of the discussion on this item, the following Councillors declared interests:

- *Councillor Dendle declared a Personal Interest as a Member of Arun District Council and stated he would not take part in the discussion; and*

- *Councillor Miss Rhodes declared a Personal Interest as a Member of Arun District Council; and*
- *Councillor Bicknell declared a Personal Interest as a Member of Arun District Council; and*
- *Councillor Clayden declared a Personal Interest as a Member of Arun District Council).*

The Benefits Team Leader from Residential Services Keira Stevenson introduced this item stating that the Council Tax Support Task and Finish Working Party on 16 April 2019 had recommended to the Committee that **Option 1. To Retain the Councils current income banded Scheme – No change** be agreed.

This was because the Working Party had only made its recommendation to Full Council and had their suggested recommendation approved in January 2019, this being the reason why it was too early to make any decisions based on the changes that had been implemented. The Council needed more time to allow these changes to imbed before their impact can be assessed.

Due to the nature of the items being discussed, the Committee

RESOLVED

That under Section 100A (4) of the Local Government Act 1972, the public and accredited representatives of newspapers be excluded from the meeting for the following item of business on the grounds that it may involve the likely disclosure of exempt information as defined in Part 1 and Part 5 of Schedule 12A of the Act by virtue of the paragraph specified against the item.

The Committee agreed to;

RECOMMEND to Cabinet

OPTION 1. To Retain the Council's current income banded scheme – No Change

The Chairman reopened the meeting to discuss the membership of the Council Tax Support and Task Working Party membership.

The Committee

RESOLVED

That the Council Tax Support and Task Working Party membership for 2019 –2020 would be; Councillors Clayden, Coster, Elkins, Miss Rhodes, Miss Seex and Tilbrook

53. CABINET MEMBER QUESTIONS AND UPDATES

The Leader of the Council, Councillor Dr Walsh confirmed that work was ongoing with Officers on how the Council would move from a Cabinet system to Committee system and an update will be reported in due course. As well as confirming an intension for new homes target to be increased from 250 to 500.

Councillor Dendle asked several questions around the Council's package with Auditel (webcast provider) including when electronic voting would be available and what was the update regarding the contract with Auditel incorporating all meetings being webcast.

Deputy Leader of the Council, Councillor Oppler replied that electronic voting would be part of the package with Auditel and hopefully this would be able to be implemented before the end of the year. He also confirmed that work is ongoing regarding the contract with Auditel; currently Development Control Committee and Full Council meetings are the only meetings that are webcast. We are very keen to webcast more, but this does come with an increased cost attached as well as the work we are currently undertaking to ensure that we have no equipment failure moving forward.

Councillor Dendle requested if this Committee (Overview Select Committee) would be considered for being webcast. Councillor Oppler responded by stating that we are very open to webcasting as many of our meetings as possible, but we must consider the cost implications of this.

Councillor Dendle asked the Cabinet Member for Planning, Councillor Lury if he still lent his support regarding, a offline bypass for A27 south of Arundel. Councillor Lury responded that Yes, Councillor Dendle could rely on his support.

Councillor Clayden asked the Cabinet Member for Wellbeing Councillor Mrs Yeates considering the huge success of the Littlehampton Wave opening has any consideration been given to the parking space issues that have arisen.

Councillor Mrs Yeates responded that yes, she was aware of the parking issues and discussions on this point were taking place regarding possible solutions.

Councillor Dendle asked the Cabinet member for Wellbeing, Councillor Mrs Yeates with reference to the foreshores report that Roger Spencer brought to the Cabinet meeting can you give your unequivocal support for coastal defences.

Leader of the Council, Councillor Dr Walsh responded that Councillor Mrs Yeates was not the Cabinet Member responsible for this portfolio and confirmed that there had been no change in current policy regarding the costal defences.

Councillor Oppler raised the subject of questions being provided in advance of the meeting, so Cabinet Members had the opportunity to be fully prepared to give full and detailed responses.

The Group Head of Policy encouraged Members to follow this process as outlined in the Agenda. But confirmed that they did not have to be asked in advance.

The Chairman lent his support to Councillor Oppler and advised the Committee that to get the best answer, process should be followed; it was not about catching people out, it would be sensible to follow this process moving forward.

The Chairman thanked those who asked and answered questions.

54. WORK PROGRAMME 2019/2020

The Group Head of Policy introduced this item and clarified some slight changes to the current programme:

- Review of Call in procedure and the Section 106 review would be moved to the December meeting

The Director of Services, confirmed that the Cleansing Contract Review was a review of the current performance of that contract, it would not be a review for what the Council might do in the future, nor was it a debate on the recycling issues that had been raised previously at the meeting, The review would form part of the retender process and Members would be fully involved in that process.

Councillor Bennett made a request that the CCG be invited to the September meeting of this Committee as he felt that this was an important topic.

The Group Head of Policy advised the Committee that this would be dependent on their availability and given the previous discussions on this topic Members may wish to get together informally prior to this meeting to clarify questions they would want to ask.

Councillor Miss Seex requested that she would like to add Houses in Multiple Occupation (HMO's) to the work programme specifically focusing on the wellbeing side of things. The Group Head of Policy responded and advised the Committee that she understood where Councillor Miss Seex was coming from, however thought that the Committee needed to be very clear on what that work looked like and involved. She suggested that a meeting be held to scope out the work aside of the Committee and bring it back to everyone at a later date.

Further discussion and an agreement made that the Group Head of Community Wellbeing should be invited back to the Committee to provide an update on the Wellbeing programme and advise on the future work planned.

The Director of Services stated that having heard the wide range of topics being discussed that it might be beneficial for the Committee to agree a range of

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topics and then allow the officers to put the work programme together for them once the wider considerations have been accounted for.

The Chairman agreed with the Director of Services and thanked her for her advice.

The Committee then,

RECOMMEND

To Full Council for approval but there will be consideration to future added topics

(The meeting concluded at 8.15 pm)

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE ON TUESDAY 3 SEPTEMBER 2019

SUBJECT: Annual review of Combined Cleansing Services Contract delivery & performance

REPORT AUTHOR: Oliver Handson, Environmental Services & Strategy Manager

DATE: 3 September 2019

EXTN: 37955

EXECUTIVE SUMMARY:

Arun District Council's Combined Cleansing Services Contract commenced on 1 February 2017 and was awarded to Biffa Municipal Ltd. The contract runs until 2023.

This report provides an overview of the scope of operations delivered by Biffa, how the contract is managed and outlines contractual performance during 2018/19

RECOMMENDATIONS: Members are requested to note the contents of this paper.

1. BACKGROUND:

1.0 Introduction & background

- 1.1 On the 1st February 2017 the Council commenced a new three-year Combined Cleansing Services Contract (CCSC) with Biffa Municipal Ltd. Biffa were awarded the contract following a competitive tender process.
- 1.2 The contract was subsequently extended following Cabinet approval in December 2017 for a further three years. This decision was based a number of key factors including;
 - Retention of a high performing and cost-effective service
 - Extension would provide cost certainty until 2023, supporting the Council's Medium-Term Financial Strategy
 - Retention of current service model for refuse/recycling collections
 - Decision allows Council to explore all options for service delivery in depth before next retender
- 1.3 The annual contract value is approximately £4.5m. This delivered an approximate saving of £400,000 on the previous contract, which aligns with the Council's 2020 Vision and supports the Council's Medium-Term Financial Strategy.
- 1.4 This report is intended to provide members of the Overview Select Committee with a summary of how the current contract operates and current contractual performance. It is not a report which considers future service delivery options or wider waste strategy. This will be reviewed with members at an appropriate point as part of the future contract retender process.

2.0 Scope of the Combined Cleansing Services Contract

2.1 Refuse Collection Service

Section 46 of the Environmental Protection Act 1990 allows waste collection authorities to determine their methods and frequency of collection, with which residents must comply.

The current contract provides Arun residents with a weekly refuse collection for approximately 75,000 properties. Residents are free to put their waste out in black sacks, dustbins or a privately-owned wheelie bin. The weekly limit on refuse collected from one household is 5 black sacks which is roughly the equivalent of one 240 litre wheeled bin.

2.2 Recycling Collection Service

The contract provides a fortnightly mixed recycling collection for approximately 75,000 properties. This is a co-mingled collection which includes provision for;

- Yoghurt, cream and soup pots, ice cream and margarine tubs, food and ready meal trays, fruit/vegetable punnets, cosmetic pots and tubs
- Fruit juice cartons, long life milk cartons, smoothie cartons, other cardboard cartons
- Food cans, drink cans, pet food cans, empty aerosol cans
- Coffee jars, drink bottles, sauce bottles, jam jars
- Aluminium foil, foil containers
- Newspapers, magazines, food packaging sleeves, envelopes, junk mail, cards, wrapping paper, telephone directories, catalogues, egg boxes, cereal boxes
- Drink bottles, milk bottles, shampoo bottles, detergent bottles, washing up liquid bottles (not bottle lids)

Each household is supplied a 240-litre recycling bin. In purpose-built flats and for houses of multiple occupation alternative containment options including bulk bins are provided for residents to use. Approximately 500 properties across the District that are unsuitable for a wheeled bin receive a sack collection service, with the majority of these in Arundel.

All kerbside recycling is sent to the West Sussex County Council operated Materials Recycling Facility (MRF) in Ford.

2.3 Street Cleansing

The scope of Street Cleansing Services encompasses;

- Cleansing of 400 miles of road
- Emptying and cleaning of approx. 612 Litter Bins and 450 Dog Waste bins
- Cleansing of specified beaches for which Arun have responsibility, foreshores, promenades and coastal walks
- Cleansing of all Arun District Council Car Parks.

It is a contract requirement that Biffa undertake all operations at a frequency to maintain Cleansing standards based on an output performance standard. All roads are 'zoned' based on priority, which is determined by usage, and type. These are graded and judged as per the Code of Practice for Litter and Refuse (COPLAR).

It is a contract requirement to keep all Town Centre (Zone 1 areas) free of weeds. The responsibility for weed control in all other areas of the district and public highway lies with West Sussex County Council as the Highways Authority.

2.4 Public Conveniences

The contract provides a Cleansing service for all of the Council's public conveniences. A seasonal attended service operating between the 1st June through to 6th September is provided for some public conveniences in Arundel, Bognor Regis and Littlehampton.

2.5 Small Waste Electrical and Electronic Equipment (WEEE) and Textiles collections

The collection of WEEE was introduced as a new service with the current contract. This is a weekly collection with residents invited to leave items out in a small carrier bag next to their refuse. Biffa vehicles have cages fitted to enable the separate collection of these items. To this point approximately 17 tonnes of WEEE have been collected from the kerbside.

The roll out of kerbside textiles collections to households is planned to be phased in around Autumn. This will be for small amounts, taking a maximum of one carrier bag per collection day.

2.6 Green Waste Services

A fortnightly collection of garden waste operates throughout the year, Biffa established and provide this service on behalf of the Council. The scheme known as the 'Green Waste Club' begun in 2005 and continues to grow in popularity with over 21,000 subscribers currently.

The green waste collected is taken to the Woodhorn Group in Tangmere and can be purchased as part of the Earth Cycle range of composting products available to buy locally.

2.7 Clinical waste

The Council provides a weekly clinical waste collection service for residents. This includes the support and registration and is for collection of needles and syringes, offensive and infectious waste and is in line with all relevant laws and legislation.

This service is carried out by specialist clinical waste contractor Medisort, who are based in Littlehampton, on behalf of the Council. It was awarded as part of a West Sussex County wide framework agreement.

This service undertakes approximately 1500 collections every week.

2.8 Street Washing Service

A new street washing service was introduced as part of the contract. This operates five days a week and focusses on public realm areas within Bognor Regis and the seafront areas of Littlehampton, including Riverside Walk.

2.9 Bulky Waste Collection Service

A chargeable on-demand separate collection of bulky waste takes place. This service has been rebranded and advertised to residents through Biffa.

2.10 Fly tipping

Biffa remove fly tipping through the contract as part of the Street Cleansing requirements. This allows for an efficient and reactive service when instances of fly tipping are reported to the Council.

3.0 Contract Management

3.1 Arun District Council Cleansing Team Structure

The contract is managed by the Cleansing Service. The Cleansing Operations Manager (Daniel Cox) has overall responsibility for liaising with Biffa over the day to day running of the contract including agreeing variations to work.

Monitoring of contract standards and troubleshooting for street cleansing is predominantly undertaken by the two Street Scene Officers. The District is split in two (East/West) with each Inspector responsible for the proactive monitoring of contract standards and to resolve and investigate all enquiries in relation to street cleansing, litter and fly tipping. The Inspectors also undertake monitoring at weekends in order to ensure standards are maintained throughout the busiest times.

The service has a dedicated Customer Liaison Officer that deals with enquiries relating to collections. In addition to this, the Waste Education & Project Officer has a focus on improving recycling performance and deals with promotion and education issues and county-wide partnership communications.

The team is supported by the Street Scene Co-ordinator to ensure all customer complaints are sent to the relevant Officer to deal with and provides a link with the Contact Centre.

There is one dedicated Enforcement Officer that resolves both collection and Street Cleansing Enforcement issues. This includes serving notices on individuals and landowners to help keep the area clean and tidy.

3.2 Contract meeting structure

The Council requires that the Contractor attends the following meetings with the Council to ensure smooth service delivery and effective management of the Contract.

- Monthly Contract Valuation Meeting to agree Contract payments and Contract performance.
- Monthly Contract Operations Review between the Cleansing Operations Manager at Arun and the Business and Operations Manager at Biffa. Resolve operational issues and plan joint initiatives/projects.
- Monthly Waste collections meeting;
- Monthly Street Scene Meeting
- Monthly Health and Safety Meeting that includes workforce and Trade Union representatives

- An annual review to evaluate overall performance, service proposals, initiatives and health and safety and environmental standards;
- A 6-monthly review of operations and strategic planning between the Group Head of Neighbourhoods, Environmental Services & Strategy Manager, Cleansing Operations Manager and representatives from Biffa up to regional director level.

3.3 Dealing with resident enquiries & complaints

All resident enquiries & complaints are managed through the Council's Contract Management System, with the majority of these being dealt with at the first stage through Arun Direct. This provides a log of all complaints relating to the Cleansing service. Customer enquiries are managed through this system with a record of actions taken, including when issues have been rectified.

The system is used to run off monthly reports on the number of enquiries and key performance indicators such as missed bins.

4.0 **Performance measurements including Key Performance Indicators (KPI's)**

4.1 Corporate plan & Service Delivery Plan indicators

A number of indicators which link with the performance of contractual operations are included within the Council's Corporate Plan and Service Delivery Plans

4.1.1 **Corporate Plan - Household waste sent for recycling and composting** **Target 40% Actual 42.01%**

This is an improvement overall on the combined recycling and composting rate of almost 1% over the previous year. This is made up of a dry recycling rate of 26.36% and composting rate of 15.65%.

The main improvement has been down to West Sussex County Council's introduction of the street sweepings recycling plant that has diverted over 1000 tonnes from the residual waste stream.

The Green waste club continues to grow with over 21,000 subscribers and 600 extra tonnes being composted in comparison with the previous year, which contributes towards this rate.

4.1.2 **Service Delivery Plan - Residual waste per household (KG)** **Target 466kg Actual 445.87**

This figure is a positive improvement with overall waste reducing from 450.09 kg/hh to 445.87 kg/hh.

During the year there have been successful campaigns aimed at improving recycling quality and provision to flats within the District and encouraging residents to 'Think Before You Throw' with a high-profile campaign around reducing food waste, including vehicle livery on Biffa vehicles.

The Cleansing team has also had a greater presence on social media including introducing a dedicated Facebook page, with over 350 followers.

4.1.3 Service Delivery Plan - Number of missed bins (refuse) per 100,000

Performance Measurement 46.35 (year 2)

This is a slight increase over the previous year yet is still high performing and within the contractual performance tolerances detailed in 4.2 below. It should be noted that a missed bins rate of less than 0.0005% or 1 in every 2,157 bins is an extremely high performing service

4.1.4 Service Delivery Plan - Missed bins (recycling) per 100,000

Performance Measurement 29.01 (year 2)

This is a slight increase over the previous year yet is still high performing and well within the contractual performance tolerances detailed in 4.2 below. It should be noted that a missed bins rate of less than 0.0003% or one in every 3,447 bins is an extremely high performing service.

4.2 It should be noted that the targets for recycling, composting and residual waste per household are influenced by factors beyond the direct performance of Biffa. Major factors include waste disposal and processing streams introduced by West Sussex County Council, and the waste collection model operated by the authority which in turn influences resident's behaviour.

4.3 Through the contract the Council is able to apply financial penalties to Biffa if KPIs are not met and performance standards do not meet expectation.

4.4 Contractual Key Performance Indicators

Missed Bin Targets - Refuse	
Year 1 (2017/18)	60 per 100,000
Year 2 (2018/19)	50 per 100,000
Year 3 (2019/20)	40 per 100,000
Missed Bin Targets - Recycling	
Year 1 (2017)	50 per 100,000
Year 2 (2018/19)	40 per 100,000
Year 3 (2019/20)	30 per 100,000

4.5 Biffa routinely maintain the following statistics for the contract that are reviewed regularly;

- Bins to be delivered (Green Waste Club)
- KGs per Bin (Green Waste Club)
- Missed Bins (Green Waste Club)
- Bins Issued (Green Waste Club)
- Active Customers (Green Waste Club)
- Customer Churn (Green Waste Club)
- Standards of Cleanliness - % of Rectification periods met
- Bulky collections within target time period
- Crew Monitoring Reports
- Tonnages Collected by material stream
- Total Collections

5.0 H&S management & review

5.1 Health and Safety compliance and monitoring is both a Council and Biffa priority. This is reviewed on a monthly basis, at the Health and Safety at Work meeting with the workforce and Trade Union representatives.

5.2 A full annual Health & Safety compliance review is undertaken by the Cleansing Operations Manager.

5.3 To assist with Health and Safety monitoring the whole collections fleet is currently being fitted with 360-degree cameras.

6.0 Biffa Operational Structure

6.1 Laura Parker from Biffa will present a PowerPoint presentation to members outlining the service structure in place at Biffa to deliver the Arun contract and provide an overview of Biffa as a company.

7.0 Partnership initiatives, good news stories (presented by Laura Parker, Arun Contract Business Manager from Biffa)

7.1 Whilst there is a contractual relationship between the Council and Biffa it is important that both organisations work in partnership together to promote and celebrate the positive delivery of services.

The following are examples of successful partnership initiatives and good service delivery;

- Increase in membership of the Green Waste Club, increasing tonnages which is crucial to improving our overall composting and recycling rate.
- Successful introduction of Small WEEE collections from the kerbside with approximately 17 tonnes collected thus far.
- Street Washing Service leading to an enhanced Cleansing regime for the public realm and Riverside Walk. This has included areas not in the original contract specification such as the Bognor sea wall and Hotham Park providing added value.
- Electric vehicles provided for supervisors on the contract
- Introduction of a static cleaner for Fitzleet Car Park.
- Segregation of recycling from general rubbish for litter pickers in Town Centre and seafront areas.
- Longer seasonal resource litter picking available for Bognor Regis and Littlehampton seafront areas running from Easter Holidays until the end of September.

2. PROPOSAL(S): Members to note the contents of the paper.		
3. OPTIONS: n/a		
4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council	n/a	n/a
Relevant District Ward Councillors	n/a	n/a
Other groups/persons (please specify)	n/a	n/a
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:	YES	NO
Financial	n/a	n/a
Legal	n/a	n/a
Human Rights/Equality Impact Assessment	n/a	n/a
Community Safety including Section 17 of Crime & Disorder Act	n/a	n/a
Sustainability	n/a	n/a
Asset Management/Property/Land	n/a	n/a
Technology	n/a	n/a
Other (please explain)	n/a	n/a
6. IMPLICATIONS: n/a		
7. REASON FOR THE DECISION: n/a		
8. BACKGROUND PAPERS: None		



Biffa

Contract Overview -Arun

Laura Parker –Business Manager



Contents



- Biffa Service Structure and background information
- Partnership initiatives and good news stories
- Added value



Contractual Information



- The contract began with Verdant on 1st February 2005. Initial contract was for 7 years which was extended to another 5 in 2012 taking us to Feb 2017.
- Biffa brought out Verdant in 2011.
- Recently Biffa won new contract for 3 years to 2020 with a 3 year extension to 2023.



- Many of the team, operatives and supervisors have been on the contract for many years, this helps with the knowledge of areas and builds good customer relationships.

Contractual Information



Services Biffa operate in Arun:

Collections (refuse and recycling) – 62 staff. 12 refuse and 6 recycling rounds.

Bulky household – 2 staff, 1 round.

Street Cleansing – 37 staff (4 on 4 off)

Street Washing – 1 driver/operative

Toilets – 4 staff, 2 rounds (4 on 4 off)

Beach Cleansing – 11 staff, summer only

Green Waste Club – 9 staff, 3 rounds.



Contractual Information



- Biffa are a UK leading integrated waste management and recycling business. Today, we are proud to lead the waste and recycling industry. With operations at over 190 sites spanning the length and breadth of the country, we service over 2.4 million households and collect 4.1 million bins per week.

Biffa supporting Waste Aid charity

- Biffa have partnered with Waste aid and gave ourselves a target of £10,000 to raise by 31st July. This has been trebled and we have raised £33900 which will be doubled.



Partnership Initiatives



Municipal

- Street washing service – new for the 2017 contract.
- This has led to an enhanced cleansing regime for the public realm and riverside walk. This has also included areas not in the specification such as the Bognor sea wall and Hotham park providing added value.



Partnership Initiatives



Municipal

- Electric vehicles provided for supervisors on the contract and introduction of a new static cleaner in Fitzleet Car Park.

Page 28



Partnership Initiatives



Municipal

- Segregation of recycling from general rubbish for litter pickers in town centres and seafront areas.
- 1100L Bins in Littlehampton to take recycling.
- Longer seasonal resource litter picking available for Bognor Regis and Littlehampton seafront areas running from the Easter Holidays until September.
- Working with inspectors to leaflet cars requesting they don't park in a road for a morning so we can de weed and sweep.

Highfield Road, Bognor following cleansing from the team after leafleting



Added value



Municipal

- Changes to street cleansing guidelines and laws means we've had to adapt to enable us to access areas which need cleansing.
- We have put 12 members of the street cleansing team through stop/go board training which enables us to use traffic management to litter pick on 40mph roads and below.
- We are also installing 360 degree cameras to our fleet of refuse, recycling, garden and sweeper vehicles.



Partnership Initiatives GWC

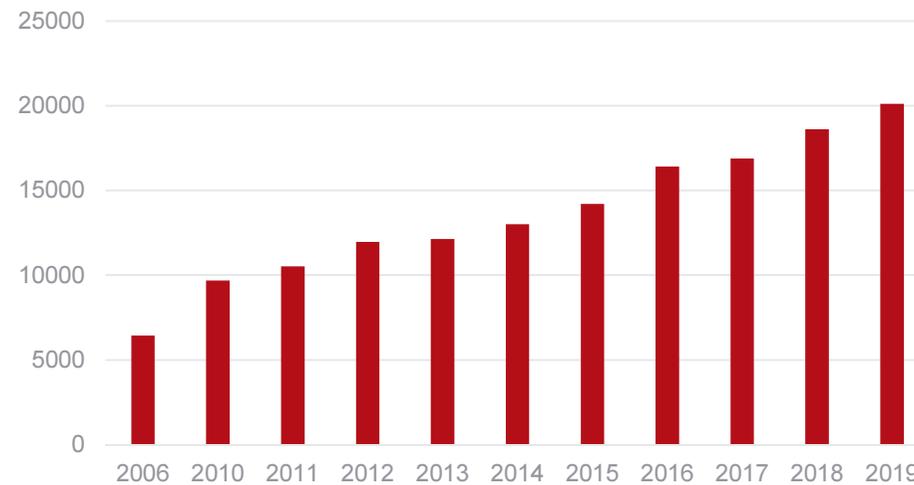


Municipal



- Increase in membership of the Green Waste Services increasing tonnages.

GWC Customer numbers

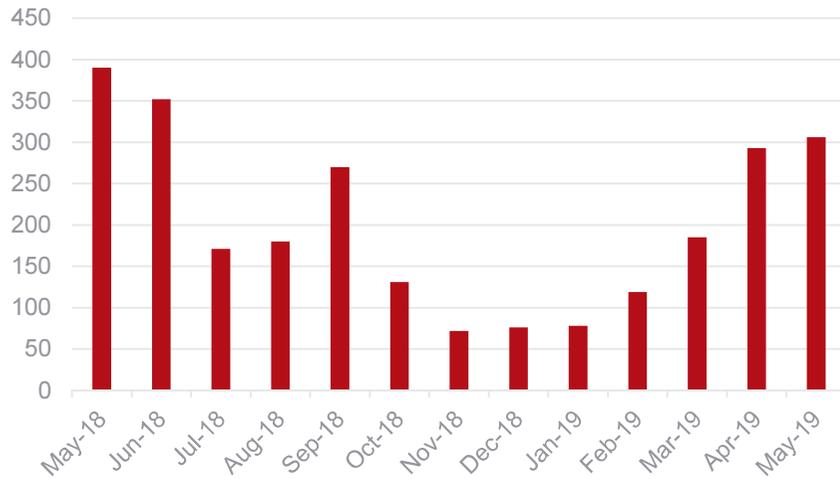


Partnership Initiatives GWC

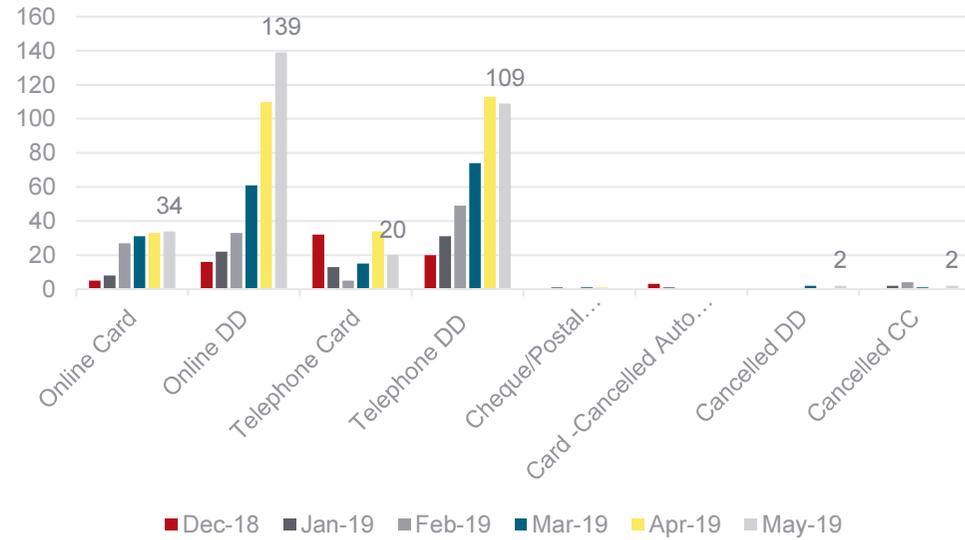


Municipal

New Customers sign ups



Offer various ways to sign up



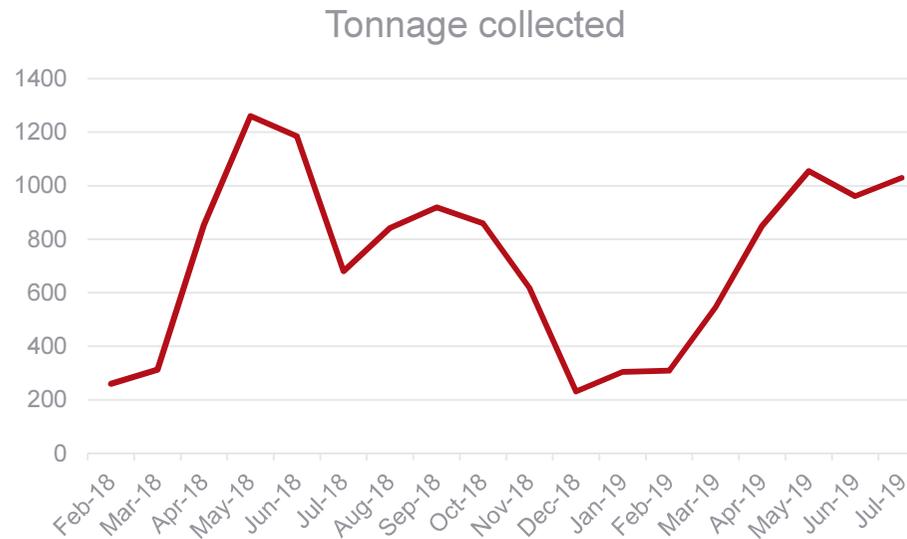
Partnership Initiatives GWC



Municipal

■ Tonnages collected

Month	Tonnage collected
Feb-18	260
Mar-18	312
Apr-18	853
May-18	1260
Jun-18	1185
Jul-18	681
Aug-18	842
Sep-18	919
Oct-18	859
Nov-18	618
Dec-18	231
Jan-19	304
Feb-19	309
Mar-19	546
Apr-19	850
May-19	1055
Jun-19	961
Jul-19	1030



Questions



Municipal

Any Questions?



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ARUN DISTRICT COUNCIL

REPORT TO OVERVIEW AND SELECT COMMITTEE ON 3 SEPTEMBER 2019

PART A : REPORT

SUBJECT: Homelessness Reduction Act Update

REPORT AUTHOR: Satnam Kaur, Group Head of Residential Services

DATE: 12 August 2019

EXTN: 37738

PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This report provides an update to Members on the impact of the Homeless Reduction since its introduction in April 2018.

RECOMMENDATIONS:

For Members to note the contents of the report

1. BACKGROUND:

- 1.1 The Homelessness Reduction Act came into effect on 3 April 2018. The Act amends Part VII of the Housing Act 1996, introducing new assessment, prevention and relief duties owed to people who are homeless or threatened with homelessness, irrespective of priority need or whether they might be deemed to have made themselves intentionally homeless.
- 1.2 The Act increases the length of time that a local authority must consider a person is at risk of homelessness so that the authority should provide assistance if they are threatened with homelessness within 56 days. This was previously 28 days.
- 1.3 Under the new duties, local housing authorities are required to carry out an assessment and develop a personalised housing plan with the applicant. If the applicant is threatened with homelessness, a *prevention* duty will be owed. In these circumstances, the steps in the personalised housing plan will aim to enable the applicant to stay in their current accommodation or find a new place to live.
- 1.4 If a person becomes or is already homeless a *relief* duty will be owed. The steps in their personalised housing plan will aim to help the applicant to secure suitable accommodation for a period of at least 6 months.
- 1.5 Both duties, prevention and relief, lasts up to 56 days. If an applicant is homeless at the end of the relief duty, the main housing duty (where the local housing authority accepts a duty to help secure accommodation for the applicant) may apply if they are in priority need and are not 'intentionally homeless'.

1.6 The new duties now mean that every person or household that is, or threatened with, homelessness and eligible has a right to approach the Council for advice and prevention support.

2. IMPACT OF THE ACT

Having been in force for 16 months, the main implications of the Act to date are:

2.1 An increase in homelessness presentations, mainly as result of the change in which an applicant can present as homeless or threatened with homelessness from 28 to 56 days.

Year	2016/17	2017/18	2018/19	2019/20 (to date)
Number	773	963	1189	461

2.2 An increase in the number of people being housed in temporary and emergency accommodation. Alongside an increase in the length of time people spend in this type of accommodation. The number of households accommodated at the end of July 2019 is set out in the table below

Jul-19	Emergency (nightly paid self-contained)	Emergency (nightly paid non self-contained)	HRA TA self-contained	HRA TA non self-contained	Total
Single	7	11	4	6	28
Couple	1	0	0	0	1
Family	58	0	31	1	90
Other	0	1	0	0	1
TOTAL	66	12	35	7	120

2.3 The Council continues to look for alternatives to nightly paid accommodation, such as the 10 homes that were purchased at Wick in 2018. It should be noted that the service is demand led and can fluctuate significantly, making expenditure very difficult to forecast.

2.4 Furthermore, Residential Services has recently been successful with a bid to the Ministry of Housing, Communities and Local Government for funding of £120,000 over 12 months to focus on a dedicated approach to accessing private rented sector, which in turn it is anticipated will reduce the use of and time spent in temporary and emergency accommodation.

2.5 There has been an increase in administrative burden due to the new levels of paperwork required by the Act. This redirection of resources is impeding our ability to meet the needs of applicants at risk of homelessness. We have tried to reduce

the impact by standardising paperwork as far as possible.		
2.6 Whilst our duties have increased the supply and affordability of accommodation have remained largely unchanged, impacting on our ability to truly prevent and relieve homelessness.		
3. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓
4. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	✓	
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		✓
6. IMPLICATIONS:		
Financial		
6.1 As homelessness demand continues to rise, so do placements in emergency and temporary accommodation. This has significantly impacted the cost of homelessness has highlighted in the table below. a further supplementary estimate of up to £500k net is expected for 2019/20 in addition to an increase in the Homelessness budget for 2020/21.		

Nightly Paid Accommodation Net Expenditure Summary 2018/19				
	Actual 2017/18 £'000	Budget 2018/19 £'000	Actual 2018/19 £'000	Variance 2018/19 £'000
Gross Expenditure	777	950	1,825	875
Income	(200)	(246)	(554)	(308)
Net Expenditure	577	704	1,271	567
Recovery Rate (including Housing Benefit)	26%	26%	30%	

7. REASON FOR THE DECISION:

Members to note the impact of the Homeless Reduction Act to date.

8. BACKGROUND PAPERS:

N/A

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE ON 3 SEPTEMBER 2019

PART A : REPORT

SUBJECT:	REVIEW OF COMPLAINTS REFERRED TO THE LOCAL GOVERNMENT OMBUDSMAN RELATING TO PLANNING MATTERS
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REPORT AUTHOR:	Karl Roberts, Director of Place
DATE:	27 June 2019
EXTN:	37760
PORTFOLIO AREA:	Planning

EXECUTIVE SUMMARY:

This report summarises the complaints considered by the Local Government Ombudsman in the period 2018-2019 which relate to matters pertaining to Planning. The report highlights any learning points that have been identified.

RECOMMENDATIONS:

That the content of the report is noted.

BACKGROUND:

At the Overview Select Committee meeting on the 25 June 2019 Members asked for a report on those complaints that had been considered by the Local Government Ombudsman which related to planning. This report provides that review looking at the period 2018/19.

In addition, the report also considers the outcomes of the eight Stage 2 complaints relating to planning which were considered and concluded by the Council during this same time period. Some of these may be considered by the LGO during 2019/20.

To provide some context for the scale of number of complaints considered a total of 4 Stage 2 complaints from 2016/17 were considered by the LGO, of which there were two cases where fault was found. For the following year the LGO considered 9 cases but did not find fault or decided not to investigate all nine.

2. PROPOSAL(S):

Managers of the service use the consideration of any complaints to determine what learning can be gleaned from the consideration of complaints to reduce the likelihood of such complaints being submitted in the future and to offer a better customer experience. Whilst, not offered as an excuse, Managers have noted that issues which lead to the submission of complaints tend to arise more often when the service is facing a high workload, staff shortages or both.

Training and reviewing procedures are an ongoing process and will continue as Senior Managers work towards implementing the recommendations from the 2018 Planning Peer Review. The approach taken with regard to Stage 1 complaints has also been reviewed. Generally speaking, the more rigorous the investigation of Stage 1 complaints, (which generally leads to a fuller explanation) the fewer Stage 2 complaints received.

3. OPTIONS:

To accept or reject the report.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X
Other groups/persons (please specify)		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		X
Legal		X
Human Rights/Equality Impact Assessment		X
Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain)		

6. IMPLICATIONS:

None directly arising from the recommendation.

7. REASON FOR THE DECISION:

This report was requested by OSC at their meeting in June 2019. The Committee is only asked to note the report unless the Committee wishes to make any recommendations.

8. BACKGROUND PAPERS:

- 
 19.04.18 Final
 Decision from LGSCO
- 
 19.01.08 Final
 Decision - 1B.pdf
- 
 18.08.15 Final
 Decision - 1C.pdf
- 
 18.12.20 Final
 Decision - 1D.pdf

Equality Impact Assessment: N/A

Complaints to the Local Government Ombudsman

Complaint A – Papers 1A & 1B

The report from the Ombudsman provides a lot of the background to this particular case which involved a proposal for a dwelling in the rear of another property. The actual decision was a Committee decision and included an inspection of the site by the Development Control Site Inspection Panel.

It was considered through the Council's complaint system and a number of matters were identified which were acknowledged as needing addressing. Of particular note with this application was that it generated extensive correspondence from some individuals. The Council's procedures and processes were not designed to deal with multiple communications from a limited number of individuals. This led to dissatisfaction when correspondence wasn't being answered, thereby generating more correspondence.

As highlighted in paragraph 24 of the Ombudsman report, the Council had already acknowledged it could do better in terms of the level of service offered. The changes listed have already been implemented.

The matter the Ombudsman found against the Council on was that the submitted plans did not correctly show the position of a side window on the property as existing. The Council apologised for not identifying this oversight at the time the application was originally considered.

The learning other than the improvements identified in the stage 2 complaint was that it remains important to check the veracity of the plans which show the existing situation as much as it is to check and understand what is being proposed.

This same development generated a similar complaint but one which also focused on Health & Safety considerations. The Ombudsman concluded that the Council had properly considered these issues.

What this particular case identified was that from the public perspective there is an expectation that all development matters should be addressed through the 'Planning System' when in reality there are other agencies which have a role in the regulation of new development.

Complaint B – Paper 1C

The essence of the complaint is that the complainant believes that the Council should have informed him of the proposed application nearby. However, the Ombudsman chose not to investigate the complaint because it has not seen any evidence of wrong doing by the Council. This case demonstrates that the Ombudsman focus is principally on matters of maladministration. In the case the Council had a policy not to inform individual residents of planning applications but

instead focus on other forms of notification, and thus regardless of whether someone agrees with that approach or not it is not maladministration to comply with your stated policy.

The Group Head of Planning has subsequently instructed that, when erecting site notices, they are in all areas that adjoin an application site (including to the rear).

As a postscript to this complaint the Council now encourages residents to use a third-party website which allows someone to identify planning applications within a given radius of a postcode. <https://www.planningfinder.co.uk/>

Complaint C – No papers

The case concerns a proposal to modify a property with a new pitched roof and dormer windows. The issue that arose was a concern regarding overlooking. However, the complainants lived in a different street to that of the proposed development and therefore didn't see the site notice that had been erected, as it had only been posted to the front of the application site. As a consequence, they missed the opportunity to comment on the application.

In considering the complaint as part of our internal processes we acknowledged that we should have put a notice on the street where the complainant lived, although that is not a stipulation of the Council's notification policy. It was also acknowledged that more could have been done to mitigate the impact of the proposed development. The Ombudsman in considering the complaint concluded that whilst the decision might not have been technically unlawful, there was fault in how the overlooking issue had been considered which had been exacerbated by the failure to display the additional site notices. This is a matter for improved training and briefing.

As a result, the Ombudsman recommended a financial remedy for the distress caused to the complainant and three other residents who made similar complaints. A total of £6500 was paid in total in compensation.

The reason the papers are not appended to this report is that the Ombudsman will not usually publish a report with a financial settlement that might lead to the identification of the complainant. This abridged version of the Ombudsman reports is considered not to undermine this approach.

Complaint D – Paper 1D

The basis of the complaint is that the complainant believed the Council should not have granted planning permission for a new outbuilding for a business on the grounds of noise. The Ombudsman concluded that it was unlikely to find fault with the manner in which the application was considered and decided not to investigate the complaint.

There are currently two other complaints which are outstanding with the Ombudsman. In the first case, which relates to Complaint K below the Ombudsman has found no fault with the Council's approach. The final decision

letter is yet to be received. For the second case this is will be reported verbally if the report from the Ombudsman is received in time.

Stage 2 complaints only

Complaint E – This relates to the same case as complaint A. However, the focus in addition to the procedural matters highlighted in complaint A related to emergency access, pedestrian safety and the party wall act. The reviewing officer concluded that in all three matters the complaint was not justified.

Complaint F – This relates to the same case as complaint C. The complaint covers a number of similar issues, but also the lack of reference to the complainant's representation in the report. However, the reviewing officer did acknowledge that the impact upon the complainant's property had been assessed. The other parts of the complaint regarding design issues was also not found to be justified.

Complaint G – This case raised issues relating to the logging of representations; a lack of responses; the description of the development. The reviewing officer found that the representation had been correctly logged and the automated response issued had provided a satisfactory explanation. There was an acknowledgement that an email hadn't been responded to. Finally, it appears that the complainant hadn't fully understood the details of the proposal, although the terminology used could have been clearer.

Complaint H – This case related to enforcement and concerned a dispute from the complainant as to whether the development in question had been legitimately commenced. It dated from 1990. In summary the only substantive matter that the case reviewer found in favour of the complainant was that the tone of the original stage 1 response had not been what the Council would normally expect.

Complaints I & K – This case related to a form of development which was subject to what is referred to as a 'prior notification procedure'. The case concerned whether this was the appropriate procedure and whether the Council had acted corrected. The case reviewer established that there was no fault in the Councils approach.

Complaint J – This case related to an application for an outbuilding. Again, the issues raised were procedural and also related to the merits (or otherwise) of the proposal. The case reviewer established that there was no fault in the Councils approach.

Recommendations

- 1) Need to update automated response - Done
- 2) Guidance on overlooking and privacy is clear – Will be part of the Arun Design Guide currently being commissioned.
- 3) Positioning of notices – further guidance offered to officers when erecting site notices, they are in all areas that adjoin an application site (including to the rear).

- 4) Customer training needed – last undertaken in service in 2014. Scheduled to take place again in 2019/2020.
- 5) Review use of terminology in official notices – The Council can only legitimately change the words on a form provided by an applicant if it is manifestly wrong.

Agenda Item 8

Name of Meeting:	Sussex Police & Crime Panel
Date of Meeting:	28 June 2019
Report by:	Councillor Mrs Gill Yeates
Relevant Cabinet Member:	Cabinet Member for Community Wellbeing

This was my first attendance at the Police & Crime Panel, held at East Sussex County Council offices in Lewes. Several members of the Panel were also new, and we were advised that there will be a training day prior to the next meeting in September.

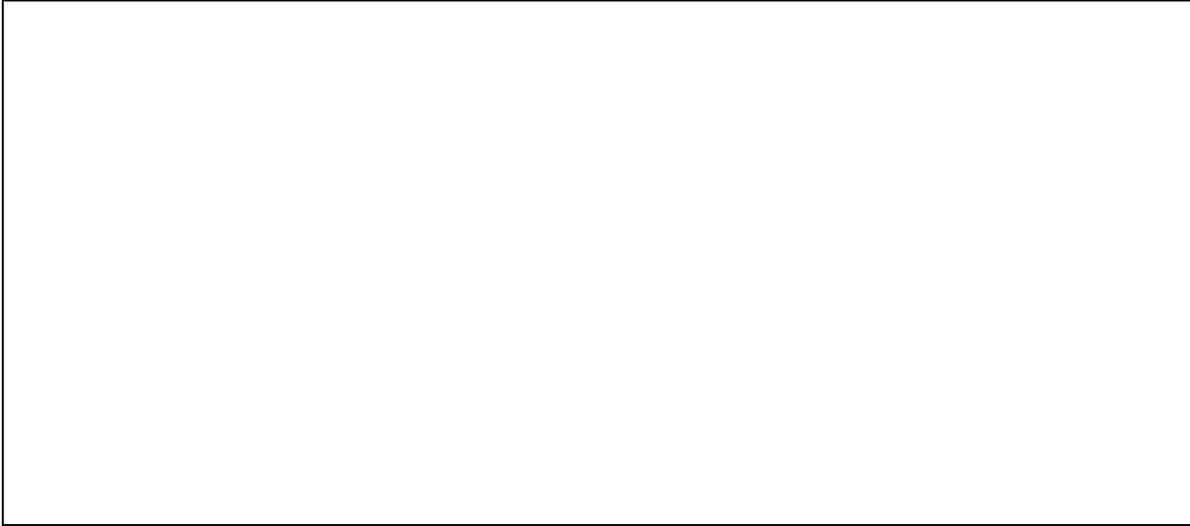
The Police and Crime Commissioner, Katy Bourne OBE and Mark Streater, Chief Executive & Monitoring Officer, were in attendance to answer questions from the Panel. Public questions are now only responded to in writing and, although the public are still welcome to attend, very few did, perhaps because the meetings are webcast.

Two external visits are also planned; firstly, to see Policing at Gatwick Airport in action which will be in September and, secondly, a visit to the control centre which handles 101 calls and manages the CCTV systems.

The substantive part of the meeting revolved around the PCCs' annual report and questions thereon. The questions which I took to the meeting were covered within this section:

- 1 How many police officers have 'body cams' (body worn video)? I didn't need to ask this as it is covered on page 28 of the annual report. The answer is that all frontline officers and staff are now equipped with BWV. I planned a supplementary question as to whether there were statistics available to assess its efficiency, but it is probably too early. However, the Commissioner did refer us to a report produced by Hampshire Constabulary in advance of the national roll out.
- 2 The situation with regard to the 101-reporting service. There were many questions on this topic, so I will summarise some of the main points:
 - Most Police forces are experiencing slow response times
 - The Panel's Chairman has requested that the service continues to be kept under review
 - There are an average of 2689 contacts per day with Sussex Police
 - Additional funds have been made available to increase staffing, but turnover is high as staff move to other roles
 - Emphasis is being placed on training of call handlers
 - There is no restriction on the time each call takes – some are extremely complex and result in multiple issues being reported
 - Experienced inspectors are now working within the call centres to assist with the more involved reports

Within the Annual Report is an item about the PAMs (Performance & Accountability Meetings) which the PCC holds monthly. These are webcast and available at <https://www.sussex-pcc-.gov.uk/get-involved/webcasting/>



**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 25 JUNE 2019			
Date of Agenda Prep: 28 May 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
	There are no items for this meeting		
Performance Reviews			
1	Corporate Plan 2013-2018 – Q4 and End of Year Performance outturn for 1 April 2018 to 31 March 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
2	Service Delivery Plan 2013-2018 – Q4 and End of Year Performance outturn 1 April 2018 to 31 March 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Health & Adult Social Care Panel meeting on 12 June 2019	Councillor Bennett	
5	Feedback from Sussex Police & Crime Panel held on 26 April 2019	Councillor Mrs Yeates	
Holding Cabinet to account			
6	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
7	To agree the work programme for 2019/20	Jackie Follis	To be reported to Full Council on 17 July 2019

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 03 September 2019			
Date of Agenda Prep: 15 August 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Homelessness Reduction Act – Update	Satnam Kaur	
Performance Reviews			
	There are no items for this meeting		
Contractor/Partner Performance Reviews			
2	Combined Cleansing Services Contract – Presentation from Biffa.	Oliver Handson – Greenspace & Development Manager	Will be first agenda item.
3	Review of complaints referred to the local Government Ombudsman relating to planning matters	Karl Roberts – Director of Place	Update request made at 25 June 2019 meeting
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Police and Crime Panel Meeting held on 28 June 2019	Councillor Mrs Yeates	
Holding Cabinet to account			
5	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan and Service Delivery Plans	All Cabinet	
Work Programme			
6	Work Programme – 2019/20 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 22 October 2019			
Date of Agenda Prep: 8 October 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Leisure Contract Annual Report – Presentation from Freedom Leisure	Robin Wickham	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
3	Feedback from Police and Crime Panel Meeting held on 27 September 2019	Councillor Mrs Yeates	
4	Feedback from Meeting of HASC held on 26 September 2019	Councillor Bennett	
Holding Cabinet to account			
5	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
6	Work Programme 2018/19 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 10 DECEMBER 2019			
DATE OF AGENDA PREP: 26 NOVEMBER 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Citizens Advice Report - Presentation from Citizens Advice.	Robin Wickham	
2	Section 106 Review	Neil Crowther	
Performance Reviews			
2	Corporate Plan – 2018 – 2022 – Q2 Performance outturn report for the period 1 April 2019 – 30 September 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
3	Service Delivery Plan – 2018 – 2022 – Q2 Performance outturn report for the period 1 April 2019 – 30 September 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Meeting of HASC held on 27 November 2019	Councillor Bennett	
Holding Cabinet to account			
5	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
6	Work Programme 2019/20 – Update	Jackie Follis [Group Head of Policy]	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 28 JANUARY 2020			
DATE OF AGENDA PREP: 9 JANUARY 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Council Budget – 20/21	Alan Peach – Group Head of Corporate Support	
2	Overpaid Housing Benefit Policy 2014 Review	A Dale	
Performance Reviews			
	There are no items for this meeting		
Contractor/Partner Performance Reviews			
3	Greenspace Management Contract – Presentation from Tivoli	Oliver Handson – Greenspace & Development Manager	Will be first Agenda item
Partner Reviews			
	There are no items for this meeting		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from the Meeting of the HASC Panel held on 15 January 2020	Councillor Bennett	
Holding Cabinet to account			
5	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
6	Work Programme 2019/20 – Update	Jackie Follis [Group Head of Policy]	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 10 MARCH 2020			
DATE OF AGENDA PREP: 20 February 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Equalities and Diversity Policy Review	Jackie Follis	
Performance Reviews			
	There are no items for this meeting		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
2	Feedback from Sussex Police and Crime Panel Meeting held on 31 January 2020	Councillor Mrs Yeates	
Holding Cabinet to account			
3	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan	All Cabinet	
Work Programme			
4	Work Programme 2019/20 – Update and Work Programme planning for 2020/21	Jackie Follis – Group Head of Policy	